

Energy Supplier Complaints Statement

Effective from: 01/04/2026

Reviewed: 13/08/2026

Next Review Due: 13/08/2027

Our Commitment to You

The Energy Supplier is committed to providing a safe and reliable supply and to treat consumers, residents and occupants fairly, respectfully and transparently.

If you are unhappy with any part of the energy supply, billing, metering, charges, customer service, outages, support, communications, or the way an issue has been handled, please let us know. We want to put things right where we can and learn from your feedback.

What Counts as a Complaint

A complaint is any expression of dissatisfaction about the heating, cooling, electricity, gas, water, or hot water supply, billing, metering, charges, customer service, outages, support, communications, or how an issue has been handled.

You can make and progress a complaint orally, in writing or digitally. You can complain yourself or through a representative, such as a family member, advocate, support worker or advice body.

You can complain if you are the named account holder, a resident, or someone affected by the heat network service.

If you are not the named account holder, we can still investigate service issues affecting your home, such as an outage, repair delays or poor communication. If your complaint involves account-specific information, such as detailed billing, refunds, payment arrangements or personal data, we may need authority from the named account holder before we can share information or take certain actions.

We will still take action to investigate urgent service, safety, outage or welfare issues even where account-specific authority is not yet confirmed.

How to Make a Complaint

You can contact us through our appointed agent, Ginger Energy, in any of the following ways:

Telephone: 0345 307 3433

Email: complaints@gingerenergy.co.uk

Online: www.gingerenergy.co.uk

Post: Emerald House RTM Company Limited c/o Ginger Energy, Unit 4, 12 George Road, Edgbaston, Birmingham, B15 1NP

In person: By appointment only at Unit 4, 12 George Road, Edgbaston, Birmingham, B15 1NP

If you need help making your complaint, for example because you need large print, another format, extra time, language support or help from a representative, please tell us.

A copy of the full Complaint Handling Policy is available free of charge on request and, where applicable, on the Energy Supplier's website, Ginger Energy's website, resident portal or building notice area.

What Happens When You Complain

Step 1: Acknowledgement

We will acknowledge your complaint within 3 working days. We will provide a complaint reference and tell you who is handling your complaint.

Step 2: Investigation

A trained member of our team will investigate your complaint fairly and thoroughly. We may contact you to clarify details or ask for supporting information, such as a meter reading, photograph or further explanation.

Step 3: Our Response

We aim to send a full response within 4 weeks of receiving your complaint.

Our response will explain:

- what we investigated;
- what we found;
- whether your complaint is upheld, partly upheld or not upheld;
- what action we have taken or will take;
- any remedy offered;
- what to do if you remain dissatisfied.

Depending on the circumstances, remedies may include an explanation, apology, corrective action, billing adjustment, refund, credit or compensation where appropriate.

If we cannot provide a full response within 4 weeks, we will explain why and tell you when you can expect an update (within the 8 week response period).

We may also issue a deadlock letter sooner than 8 weeks if we believe we are unable to satisfy your complaint.

Internal Review

If you are dissatisfied with our response, you can ask for an internal review.

The review will normally be carried out by a manager, director or authorised senior person who was not solely responsible for the original complaint decision, where reasonably practicable.

We will review the complaint history, evidence, response provided, any support needs, and whether the proposed remedy was appropriate. We will then explain the outcome and your further escalation options.

If You're Still Dissatisfied

If you are still dissatisfied after our final response, or if your complaint remains unresolved after the applicable regulatory timescale, we will tell you about the appropriate independent redress or dispute resolution route.

Heat supply, heat billing, metering or tariff complaints: if we have not resolved your complaint within eight weeks of receiving it, or we issue a deadlock/final-position letter earlier, you may refer the matter to the Energy Ombudsman.

Housing management, landlord or managing-agent complaints: where your complaint concerns matters within the Housing Ombudsman's jurisdiction, you may be able to refer it to the Housing Ombudsman after the applicable escalation period.

Leasehold and service-charge disputes: questions of service-charge reasonableness, leasehold liability or other matters within its jurisdiction may be referred to the First-tier Tribunal (Property Chamber).

We will tell you the appropriate escalation route in our final response, based on the nature of your complaint

Energy Ombudsman – Heat Networks

Website: www.energyombudsman.org

Telephone: 0330 440 1624

Email: heatnetworks@energyombudsman.org

Post: Ombudsman Services, PO Box 966, Warrington, WA4 9DF

Citizens Advice

Website: www.citizensadvice.org.uk

Telephone: 0808 223 1133

Post: Please search your nearest CA location

Extra Support and Priority Services

If you are in a vulnerable situation, or if you need help because of age, health, disability, communication needs, financial hardship or another personal circumstance, please let us know.

We can adapt how we handle your complaint. This may include clearer explanations, accessible formats, longer calls, written summaries, priority handling where health or safety may be affected, or communication through a nominated representative where authorised.

You can also ask about joining the Priority Services Register. This is a free and confidential service for residents who may need extra support.

Learning and Continuous Improvement

We record complaints and review them to identify patterns, service issues and improvements.

Complaint records are retained for at least five years.

Contact Us Anytime

If you have any questions about this process, contact Ginger Energy:

Email: billingteam@gingerenergy.co.uk

Telephone: 0345 307 3433

Office hours: Monday to Friday, 9am to 5pm

Independent Advice

You can contact Citizens Advice at any time for free, independent advice about consumer rights, bills, complaints, or support with all energy supplies:

Citizens Advice

Website: www.citizensadvice.org.uk

Telephone: 0808 223 1133

You may also be signposted to Citizens Advice Scotland or Consumer Scotland where relevant.

You can request a free copy of our full Complaint Handling Procedure at any time. We can provide it in an accessible format where reasonably required.